ADMINISTRATION AND FINANCE COMMITTEE

DATE: May 29, 2007

CALLED TO ORDER: 5:03 p.m.

ADJOURNED   6:10 p.m.

ATTENDANCE

Attending Members   Absent Members
Joanne Sanders, Chair   Vernon Brown
Paul Bateman   Lance Langsford
Lynn McWhirter
Jackie Nytes
Lincoln Plowman

AGENDA

PROPOSAL NO. 229, 2007 - appoints Steven Fenton to the City-County Internal Audit
Committee
"Postpone" until June 5, 2007   Vote 4-0

PROPOSAL NO. 230, 2007 - approves a transfer of $123,019 from the 2007 Budget of the
Lawrence Township Assessor (County General and Property Reassessment Funds) to the 2007
Budget of the Washington Township Assessor to pay for maintenance and licensing fees and
services provided to the Marion County Township Assessors
"Postpone" until June 5, 2007   Vote 5-0

PROPOSAL NO. 231, 2007 - approves temporary tax anticipation warrants and pledges and
appropriates taxes levied in the year 2006 and collectible in the year 2007 to the payment of such
warrants
"Do Pass"   Vote 5-0

PROPOSAL NO. 232, 2007 - approves an increase of $1,348,908 in the 2007 Budget of the
Information Services Agency (Information Services Internal Services Fund) to make the first of
three annual payments for the financing of an upgrade to the Accela Automation system, a
computer program used for planning, permitting, code enforcement, GIS and other citizen
services, financed by a transfer of cash from the balance of the permits subfund of the
Consolidated County Fund
"Do Pass as Amended"   Vote 5-0

The Administration and Finance Committee of the City-County Council met on Tuesday, May 29, 2007. Chair Joanne Sanders called the meeting to order at 5:03 p.m. with the following members present: Lynn McWhirter, Jackie Nytes, and Lincoln Plowman. Paul Bateman arrived shortly thereafter. Absent were Vernon Brown and Lance Langsford.

PROPOSAL NO. 229, 2007 - appoints Steven Fenton to the City-County Internal Audit Committee

Chair Sanders said that Mr. Fenton is unavailable to attend the meeting. Councillor McWhirter moved, seconded by Councillor Plowman, to "Postpone" Proposal No. 229, 2007 until June 5, 2007. The motion carried by a vote of 4-0.

[Clerk's note: Councillor Bateman arrived at 5:04 p.m. |

PROPOSAL NO. 230, 2007 - approves a transfer of $123,019 from the 2007 Budget of the Lawrence Township Assessor (County General and Property Reassessment Funds) to the 2007 Budget of the Washington Township Assessor to pay for maintenance and licensing fees and services provided to the Marion County Township Assessors

Joline Ohmart, Washington Township Assessor, said that traditionally funds are kept in one fund for projects that the Assessors have in common, and it always goes to the budget of the person that has been determined as the President of the unofficial Assessors' group. Ms. Ohmart said that there are several things that will immediately come out of the appropriated money, as some bills were paid by the Washington Township Assessor's Office that should have been paid by all Assessors. One payment of $10,948 went to DLT Solutions for the Geographical Information Services (GIS) plotter and another payment of $5,157 went to Avatec for the auto-cad. She said, in addition, $681.24 has to be paid to Northrup Gruman for expenses that have not yet been paid for printing property record cards.

Chair Sanders asked if the plotter is a single plotter for all of the townships to share. Ms. Ohmart answered in the negative and stated that each township has their own individual plotter, and the bill covers the service and maintenance for each plotter. Chair Sanders asked which township incurred the amount to be paid to Northrup Gruman. Ms. Ohmart answered that Northup Gruman is paid approximately $50 per month, but it is her understanding that Lawrence Township has not paid. Chair Sanders asked if it includes 2006 expenses. Mary Lou Benell, Chief Deputy Assessor, answered that November and December 2006 expenses are included, and there are also additional charges for the printing of the property record cards. Ms. Benell said that the monthly charge is a maintenance fee on the printer that is dedicated to printing the cards.

Ms. Ohmart said that no particular needs have been identified for the remaining amount of the money proposed, but Washington Township Assessors office no longer has a service person for the GIS equipment. Someone on the payroll of another Township Assessors office has been helping all townships with problems and will continue to do so as long as it is feasible. She said, however, a new service person may need to be hired at a later date. Ms. Ohmart said that she does not anticipate any additional expenses.

Ms. Ohmart said that Tim Vankirk has been working with the Assessors to set up a program.

Income Works, especially for property appeals, but it has also been used to set the values for apartment complexes. It is a very detailed program, it is user-friendly, and it is easy to train someone to use. She said that commercial businesses can submit income expense statements and the program will produce a range of what the price should be based on criteria such as the number of units. It is has been found to be very helpful and it was done for the Assessors at an exceptionally reduced rate because Mr. Vankirk was developing the program with the hopes of selling it across Indiana and other states. Ms. Ohmart said that the Assessors paid $10,000 last year, but it will cost $75,000 next year. It has been proposed that a 15% discount can be extended if the program is integrated into the county-wide system.

Chair Sanders asked if a renewal contract has been signed for this year. Ms. Ohmart answered in the negative. Ms. Benell stated that $10,000 has been paid for 2007, but nothing has been signed for 2008. Ms. Ohmart said that the money for Income Works is not included in the $123,000 being requested. Chair Sanders asked if the contract has ever been reviewed by City Legal. Ms. Ohmart answered in the affirmative.

Councillor Nytes asked if $10,000 was being paid while the program was being developed. Ms. Ohmart answered in the affirmative. Councillor Nytes asked how long the development of the program was scheduled to last. Ms. Ohmart answered that there was not a clear expectation on timing. Councillor Nytes asked if the program is up and running. Ms. Ohmart answered in the affirmative. Councillor Nytes asked how the program relates to the new property system that the City will be getting. Ms. Ohmart answered that it does not relate, but a system such as this can be integrated into the property system. She said that it is the hope that Income Works will be integrated into the new system. Councillor Nytes asked if the need for Income Works to be integrated into the new system has been determined or if the new property system will perform the task. Ms. Ohmart said that she does not believe that the new property system will perform the same task.

Chair Sanders asked if there was a discussion during interviews regarding the new property system about integrating Income Works into the system. Ms. Ohmart answered in the affirmative, but she said that she has been told that the decision has not yet been made. Hope Tribble, Controller's Office, said that the plan for the new property system does propose interfaces for other functions that the system will not perform and Income Works was listed as one of the software interfaces to go with the new property system.

Councillor Nytes asked what the time frame is to make the $75,000 commitment. Ms. Benell answered that it is not due until 2008. Councillor Nytes said that she urges the Assessors not to sign the contract for Income Works but to wait until a more clear understanding of how it will connect to the new system. An increase from $10,000 a year to $75,000 a year is a significant difference. Ms. Ohmart said that all assessments for property value of apartments have been done with the Income Works program for this year. Councillor Nytes asked if the program is ever used for processing appeals. Ms. Ohmart answered in the affirmative. Councillor Nytes stated that appeals may be handled differently once the law changes about appeals. She asked what the role of the Income Works software will be once the law changes. Ms. Ohmart answered that the program will still be used for setting property values.

Chair Sanders said that she would like to postpone the proposal until further information can be

gathered, as she has received information that indicates that any township assessor that enters into any contract needs to have that contractual fee directly deducted from their individual budget. Chair Sanders said that she would like to ensure that the necessary information is made available, that the proposal is amended so that the Washington Township Assessor's Office is reimbursed the amount that has already been paid out, and considering a different way to distribute the money in the future. Ms. Ohmart agreed and stated that the procedure has been handled in this way for approximately 20 years.

Councillor Nytes moved, seconded by Councillor Bateman, to "Postpone" Proposal No. 230, 2007 until June 5, 2007. The motion carried by a vote of 5-0.

PROPOSAL NO. 231, 2007 - approves temporary tax anticipation warrants and pledges and appropriates taxes levied in the year 2006 and collectible in the year 2007 to the payment of such warrants

Katherine Aeschliman, Senior Project Manager, Indianapolis Bond Bank, distributed a handout (included as Exhibit A) outlining her presentation.

Councillor Nytes asked what qualified entities will need to have their notes "rolled" as referred on slide three of Exhibit A as a result of the delay of the distribution. Ms. Aeschliman answered that there are three funds for the City of Indianapolis: the Park General Fund, the Fire General Fund, and the Indianapolis Metropolitan Police Department (IMPD) General Fund; the County has two funds: the Family and Children Fund and the Marion County General Fund; Indygo's General Fund; and the Indianapolis/Marion County Public Library's (IMCPL) General Fund. Councillor Nytes asked if the interest impact for the various loans is known. Ms. Aeschliman said that it will depend on when the June 30th distribution is received. She said that the notes have been issued for a 3.5% to 4% interest and could result in a $250,000 to $300,000 impact if the notes are issued through mid-September or October.

Chair Sanders asked if the borrowing is included for the Family and Child Welfare. Ms. Aeschliman answered in the negative and stated that this transaction is a cash-flow issue only and does not include debt borrowing or budget-gap financing. She said that only 80% of the approved levy can be borrowed for the given year.

Councillor Plowman asked if this is done every year. Ms. Aeschliman answered that the warrant program is done every year but this borrowing is different. Councillor Plowman asked if the borrowing would be done regardless of "trending." Ms. Aeschliman answered in the negative and stated that the proposal will authorize borrowing for City funds that are not traditionally a part of the program. She said that authorization for the issuance of tax warrants is done yearly in June and December. This issuance involves funds that are not a part of the normal borrowings that will realize cash deficits because of the lateness of the June 30th distribution. However, she said that the normal borrowing is included in the proposal. Councillor Plowman asked if it is anticipated that authorization for tax warrants as a normal course of business will not be necessary in the future. Ms. Aeschliman answered that it depends on fund balances and cash reserves and is up to the Department of Finance and Management (DFM), but it is has been done consistently for approximately 19 years. She said that the funds are needed if there is not enough cash reserves to

get through six months. Ms. Aeschliman said that the problem this year is that there is interest on the original note that is due June 30th, but the City is unable to pay the note so additional interest will accrued resulting in payment for the note plus interest on the additional borrowing. Councillor Plowman asked if it would be a savings to taxpayers if the City had the ability to have enough cash reserves and not have to borrow. Councillor Nytes answered that it would be a savings because there would be no interest, but some may question if it is cost effective to taxpayers to allow the money to simply sit around in fund balances. She said that the answer would best lie in performing a financial analysis.

Councillor McWhirter asked if the note can be paid off early if taxes come in before mid-September or October. Ms. Aeschliman answered in the affirmative.

Kyle Willis, Project Manager, Indianapolis Bond Bank, spoke about background information on "trending", key points shown on slide four of Exhibit A. He said that property taxes payable in 2000 and after will have real property that is subject to a yearly re-evaluation process. Ms. Aeschliman said that slide six of Exhibit A lists the City funds that need assistance and the total annual tax levy for each fund. Councillor Nytes asked if the maximum amount that each fund can borrow is listed in Exhibit A or in the proposal. Ms. Aeschliman answered that the maximum borrowing amount is in the proposal, which is 80% of what is listed in Exhibit A.

Councillor McWhirter asked why there are so many blank spaces in the proposal. Ms. Aeschliman answered that the approval of the resolution also involves approving the warrant form. She said that the blank spaces are on the warrant form and those spaces will be filled in when the warrant is finalized.

Councillor Nytes moved, seconded by Councillor McWhirter, to forward Proposal No. 231, 2007 to the full Council with a "Do Pass" recommendation. The motion carried by a vote of 5-0.

Other Business

Chair Sanders asked with regard to Proposal No. 230, 2007, if the Information Services Agency (ISA) can provide the Committee with information on where Income Works fits into the new property system. Shital Patel, Chief Information Officer, ISA, said that there is an interface between Income Works and the new property system, and nothing is being developed that is similar to Income Works. She said that the current vendor may be able to develop that type of application or implement Income Works. She said that ISA has not been involved in the contract process, so she is unaware if ISA's Application Development staff can do the work required to develop that type of application. Chair Sanders said that she would like to see if the cost can be negotiated differently if the current vendor is able to do the work. Ms. Patel answered that ISA can look into that.

PROPOSAL NO. 232, 2007 - approves an increase of $1,348,908 in the 2007 Budget of the Information Services Agency (Information Services Internal Services Fund) to make the first of three annual payments for the financing of an upgrade to the Accela Automation system, a computer program used for planning, permitting, code enforcement, GIS and other citizen services, financed by a transfer of cash from the balance of the permits subfund of the Consolidated County Fund

Rick Powers, Division of Compliance Administator, Department of Metropolitan Development, read a statement (attached as Exhibit B) and distributed a copy of his presentation (attached as Exhibit C). Mr. Powers statement and presentation summarized the need for purchasing and implementing the Accela software program and the approval of Proposal No. 232, 2007. He presented a software demonstration (Exhibit D) about how the Accela software program helped to quickly assess the damage in New Orleans that was created by Hurricane Katrina. [Clerk's note: The disc of Exhibit D is on file in the Council office with the original set of minutes.]

Mr. Powers said that the demonstration showed a great deal of technology in the field, such as notebooks in the hands of the inspectors. The City has an advantage in that there will be no additional investment to include that type of technology as it is already present. However, the City's older technology is too big to push forward via an air card.

Councillor Bateman asked if an analysis has been done on how much the City will save by implementing the program. Mr. Powers answered that some Return on Investment (ROI) studies have been done and that information can be shared with the Committee.

Mr. Powers said that the Accela system would speak directly to the need relative to insurance rates and what is being done in that area. He said that one problem that was determined was that Building Inspections was performing about 30% of the inspections required to ensure Public Safety relative to the home one lives in being inspected before it is occupied. Mr. Powers said that staff is being doubled and that will put the department in the 70 percentile to 80 percentile, which still does not meet the insurance industries expectations. He said that the new technology is expected to help pick up the speed to allow completion of 100% of required inspections.

Ken Sorenson's, Chief Technology Officer, ISA, presentation began on slide four of Exhibit C.

Councillor Nytes asked if the software would have the capacity to support some type of property registration program. Mr. Sorenson answered in the affirmative.

Mr. Sorenson referred to slide six of Exhibit C, the Area Overview, and stated that the program really simplifies the environment from a management perspective, a user perspective, and improves overall efficiency within the environment. He said that he included Disaster Recovery in the overview because it allows ISA to replicate data so that as transactions are entered into the system, they are replicated to another site. Mr. Sorenson said that if the primary data center is destroyed, functions can be done by switching to another site within a matter of minutes. The hosted site will be located in California. Chair Sanders asked if there is a backup in case both sites are destroyed. Ms. Patel answered in the affirmative.

Mr. Sorenson said the graph on slide six also reflects that systems will be replaced with regard to compliance. Some of the systems, such as licensing functions, will be removed because the Accela program can be used to bring those functions to the bare minimum. He said for example, the Fire Department's Plan Examination Department will move into ISA's area and will be supported and visible within the system. That is what is meant by the program having adaptability across departments with like functions. Ms. Patel said that ISA is also working with and coordinating the implementation of Accela with Health and Hospital. Mr. Sorenson said that many of the City's

applications are developed on-site; therefore, implementing this package solution will reduce the amount of support currently required.

Mr. Sorenson said that slide seven of Exhibit A, lists the modules included in the software The list includes:

- Land Management – core module used to replace Tidemark and its functionality. A complete solution for planning, permitting, inspecting and enforcing land use violations.
- Citizens Access – allows citizens to access information via the web
- GIS – in addition to current system, an integrated piece that allows for display of information to be done more rapidly without going through third-party viewers.
- Wireless – allows staff to perform jobs remotely, to access information if connection available or to do things off-line and download information into the system once reconnected.
- Interactive Voice Response (IVR) – allows people to request information over the telephone.
- Service Request – will allow Siebel to be requested within the Mayor's Action Center (MAC) and would track citizens' requests.

Mr. Sorenson continued with slide eight, the Project Summary. Chair Sanders asked if the kick-off will be after the go-live date in Phase 1. Mr. Sorenson answered in the affirmative. He said that the last slide illustrates detailed costs.

Councillor McWhirter asked how much the maintenance contact is that is referenced in the Total Project Cost shown on slide eight of Exhibit A. Mr. Sorenson answered that it is approximately $240,000 per year. Councillor McWhirter asked if that amount is included in the $4 million cost. Mr. Sorenson answered that the $4 million includes five years of maintenance, and the cost will increase a maximum of 6% beginning in the sixth year.

Councillor Plowman if the City has three years to pay for the software. Mr. Sorenson answered that it will be financed and paid with three equal payments of approximately $1.4 million. Councillor Plowman asked why it will take so long to go-live. Mr. Sorenson answered that it will take time because an 11-year old system will be removed and a completely different system will be installed. He said that this software is dramatically different and will require training, conversion of databases, migrating within multiple departments and integrating. He said that the City will go from three or four separate suites of software to one.

Councillor Plowman asked what type of access will the public have in comparison to what they have now. Mr. Sorenson said that citizens will be able to request services such as inspections, perform contractor registrations, or submit compliance completion cards. He said that there is currently outside vendor support completing some of the requests, but the new system could possibly even lead to online permitting.

Councillor Bateman asked about the difference between the citizen's access and the service requests. Mr. Sorenson said that service requests provide customers the ability to request services and citizen's access provides the community the ability to see what is being done for the City. He said that the two are different, but integrated because they are modules within the same system. The service request is a MAC or citizen relationship function where it will integrate with systems

outside of the cell, but it is also a component. He said that the system will be integrated with the new property system, as well as systems within other agencies.

Chair Sanders said that a technical amendment needs to be made in Section 3 of the proposal, under subheading Total Increase. It was brought down as $1,398,908 million and it should be $1,348,908 million. Councillor Nytes moved, seconded by Councillor McWhirter, to amend Proposal No. 232, 2007 with the corrected total increase amount. The motion carried by a vote of 5-0.

Chair Sanders asked Mr. Sorenson to explain the source of funding for the project. Mr. Sorenson said that it will be fee supported by the Permit Sub Fund within the Department of Metropolitan Development (DMD). He said that the funding came from the fee increase that was done April 2006; therefore, it is paid for.

Councillor Nytes asked if the Permit Sub Fund is a sub fund of the Consolidated County Fund. Mr. Sorenson answered in the affirmative and stated that the proposal will authorize a transfer of $1.3 million from the Consolidated County Permit Sub Fund to the ISA Fund. ISA will make the three year payments for the software. Councillor Nytes asked if the ending fund balance of the Permit Sub Fund is known. Mr. Sorenson said that he believes that the Permit Sub Fund balance was approximately $7 million or $8 million, which is enough to cover the transfer and have funds remaining.

Chair Sanders asked if the transaction is no interest financing Mr. Sorenson answered in the affirmative.

Councillor Nytes moved, seconded by Councillor McWhirter, to forward Proposal No. 232, 2007 to the full Council with a "Do Pass as Amended" recommendation. The motion carried by a vote of 5-0.

With no further business pending, and upon motion duly made, the Administration and Finance Committee of the City-County Council was adjourned at 6:10 p.m.

Respectfully submitted,

Joanne Sanders, Chair
Administration and Finance Committee

Exhibit A

Administration and Finance Committee of the
City County Council

Tax Revenue Anticipation
Note Program

Katherine Aeschliman
Senior Project Manager

Kyle Willis
Project Manager

May 29, 2007

Tax Revenue Anticipation Notes

• Program started in 1988 to alleviate cash-flow problems created by the collection and distribution of the property taxes

• Sale of short-term notes; 80% of approved property tax levy –6 month maturity

• "Warrants" program is an effective cash management tool used by several different local government entities

• Allows a Qualified Entity to utilize revenues that have not been received.

2007 Special Tax Revenue Anticipation Notes

–The Trending Effect

- This year, "Trending" is causing a delay in the receipt of the June 30th property tax distributions.

- Due to the delay, several City funds will realize cash deficits that don't normally when revenues are received in June.

   - These funds traditionally have enough cash to handle expenses from January through June but not January through September or October.

      – *Current estimate by the County Treasurers Office of receipt of June 30 property tax revenues*

- The 2007 E-H Notes will be issued on time as we have in past years.

- We will need to "roll" the 2007 A-D Notes until the June 30th distributions are received.

Background info on Trending

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in nd ana

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propert e   n a part cu ar area have   o d for dur ng he
pa   wo year

Un ke rea e   men   trend ng w   occur every year

Th   he fir   me rend ng ha   been u   d and w
affec property ax   owed n 2007

Special Tax Revenue Anticipation Notes

- Proposal No. 231, 2007

  Approves a temporary tax anticipation borrowing that authorizes the City of Indianapolis to make temporary loans for the use of the funds during the period June 15, 2007 through December 31, 2007 until the taxes levied in 2006 are collected

City Funds Needing Assistance

Con...d Cou...y Gene...a $20,965,249

Red...v...opmen...Ge...e...a $463,739

So...d W...Co...ec...on $25,853,569

M...ropo...an T...oroughfa...e D...r...c $505,695

Park D...r...c Bond $3,397,35

Redeve...opr...en...D...r...c...Bond $7,999,496

Cou...y W...de MECA $6,32,28

C...y C...nu...a...v Cap...Improvemen $4,22,326

Redev...opr...n...D...ric...Bond $5,204,698

- R...venu...Bond $43,87,764

Good evening. We will be looking to you this evening to make new technology available to us in the very near future via this fiscal ordinance of 1.4 million, and an overall purchase amount of just over 4 million over the next three years. This will affect the DMD Permits Sub Fund Balance; however, ISA has been involved in negotiating on our behalf toward a service upgrade/replacement of Tidemark with Accela and moving the contract to their area for management as an enterprise solution. This took place on somewhat of a fast track because of the enterprise flavor of the services provided by this robust solution. In doing so, ISA was cognizant of our construction seasons and the impact of an implementation process on our staff's daily roles within those seasons. In a nutshell, as a result of those constraints, we are before you today to provide a brief of services that we hope to employ as a replacement to Tidemark and many systems throughout the enterprise. The IT Board has approved those services and allowed for contract signing with a funding dependent clause contained therein, we have also briefed the Metropolitan Development Committee, and now finally appear before you and the Council for fiscal approval.

This solution has actually been contemplated ever since a labor intensive tornado damage assessment in 2002 and each incident response since then, to include the recent emergency exercise. At that time we were simply looking for ways to streamline our disaster mitigation efforts. We were provided a demonstration of a component of the system we are here to discuss today. During that demonstration it became painfully apparent that our current technology was lacking in many areas. Maybe most of all in the area of integration with other agencies and their respective technologies. Since then other factors have been contemplated and acted upon. Those factors have also made this a breakout year for DMD and the Division of Compliance in particular. We are in the midst of adding the staff and services needed to address Insurance Survey Office findings that are related to home owners insurance rates in Marion County. When we have completed these service level enhancements that a substantial fee increase has provided for, and part of which is devoted to perpetual technology improvements, we will also have added the following staff to our division; 10 additional Building Inspectors, 3 Building Code Analysts, 5 Zoning Inspectors, a Legal Case Specialist and a Landscape Review Specialist. We have also moved the Business Licensing inspection role from the Office of

1

Finance and Management, and IFD plan review into our offices. Considering the dramatic changes we are making by adding staff, and equally if not greater changing policies and processes to improve government oversight of the construction industry, and code enforcement to address public safety; we have still found that the results needed to resolve our shortcomings will require a robust technology upgrade to carry us the distance. However, with this huge challenge we also realized we have even greater opportunities. We have been working with many other departments on the Software Integration Committee established by the Mayors Office researching this system known as Accela Automation that will provide for integration across department lines, and provide a means to remove many of the silos of our legacy systems. Our technology is aging, but we are still on the forefront of developing new ways to do business. Technology must keep abreast of our requirements, and we in turn, must keep abreast of mission supporting technology. We are using limited wireless applications, we have GPS integrated into our inspection operations via cellular phones, and our vehicles are equipped with docked laptops that operate remotely. However, we can only go so far with the legacy systems that these enhancements are providing a means to update. We also have third party systems in place that are actually impeding our moving forward. We now come before you with a solution and an opportunity to change the landscape of technology in our City and County.

The Accela Automation product is a suite of software modules that will allow DMD to upgrade and enhance our current software (Tidemark, CIIPS, Table Editor, and in the future we hope it incorporates support for the missions of the Mayors Action Center, and Asset Management as we fully realize its capabilities) as well as provide the opportunity to integrate several key business processes that rely on additional 3rd party software systems. This software will also provide a means to support the enterprise in like-functions including, planning, permitting, licensing, inspection, enforcement, application-integrated mapping/GIS, Interactive Voice Response, citizen access and services, and a huge leap forward in emergency response. All of this functionality equates to dramatically increased service delivery in DMD, but more importantly, for the first time, the ability to truly integrate technology in support of like core functions and even systems across the enterprise. We do indeed envision this system as an enterprise solution to many processes.

For example, the Service Request module functionality is a dramatically enhanced ability that relates to our current Citizen Relationship Management (CRM) solution in the Mayors Action Center. This component will fully integrate with the planning, permitting, licensing, inspection, enforcement, application-integrated mapping/GIS, IVR, citizen services, and emergency response functions provided by the same system, and integration of systems outside of Accela software scope; and as noted previously there is also a module that operates in the asset management arena that could benefit us in the future. Hence, offering even greater enterprise interoperability. Ken will expound on the other modules during his comments.

Now we would like to show you the emergency response damage assessment component in operation in New Orleans following Hurricane Katrina. Then I will turn it over to ISA to share other particulars.

City of Indianapolis/Marion County
City/County Council
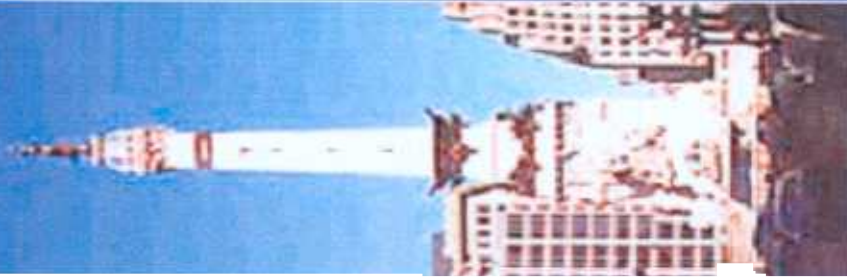Administration and Finance
Committee Meeting

May 29, 2007
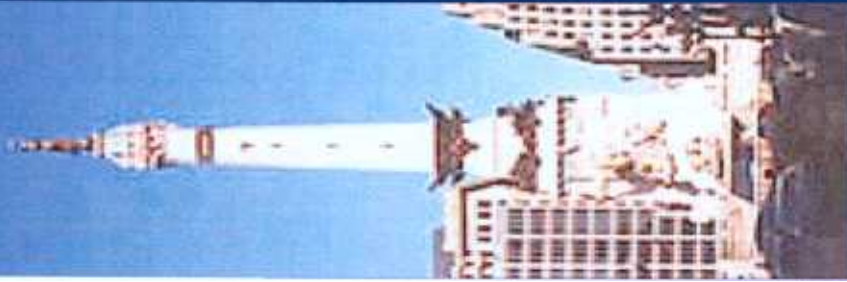
Background Information

- ☐ Fiscal ordinance for purchase of Accela Automation
- ☐ $4,046,727 purchase financed over 3 years ($1,348,908 per year)
- ☐ Funded from DMD Permits Sub-fund
- ☐ Approved by the IT Board
- ☐ Contract Signed with a funding dependent clause
- ☐ Presented to Metropolitan Development Committee

Why Upgrade?

- Current technology lacking in many areas
- Limited Integration with existing systems
- Upgrade and enhance our current software
- Integrate several key business processes that rely on 3rd party software
- Support the enterprise in like functions:
  - Planning
  - Permitting
  - Licensing
  - Inspection
  - Enforcement
  - Application-integrated mapping/GIS
  - Interactive Voice Response
  - Citizen Access/Services
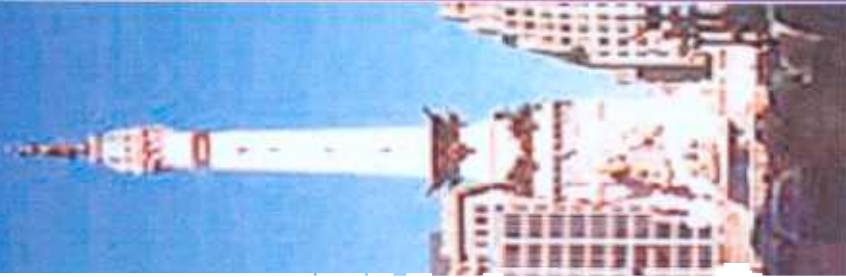
Accela Automation Video
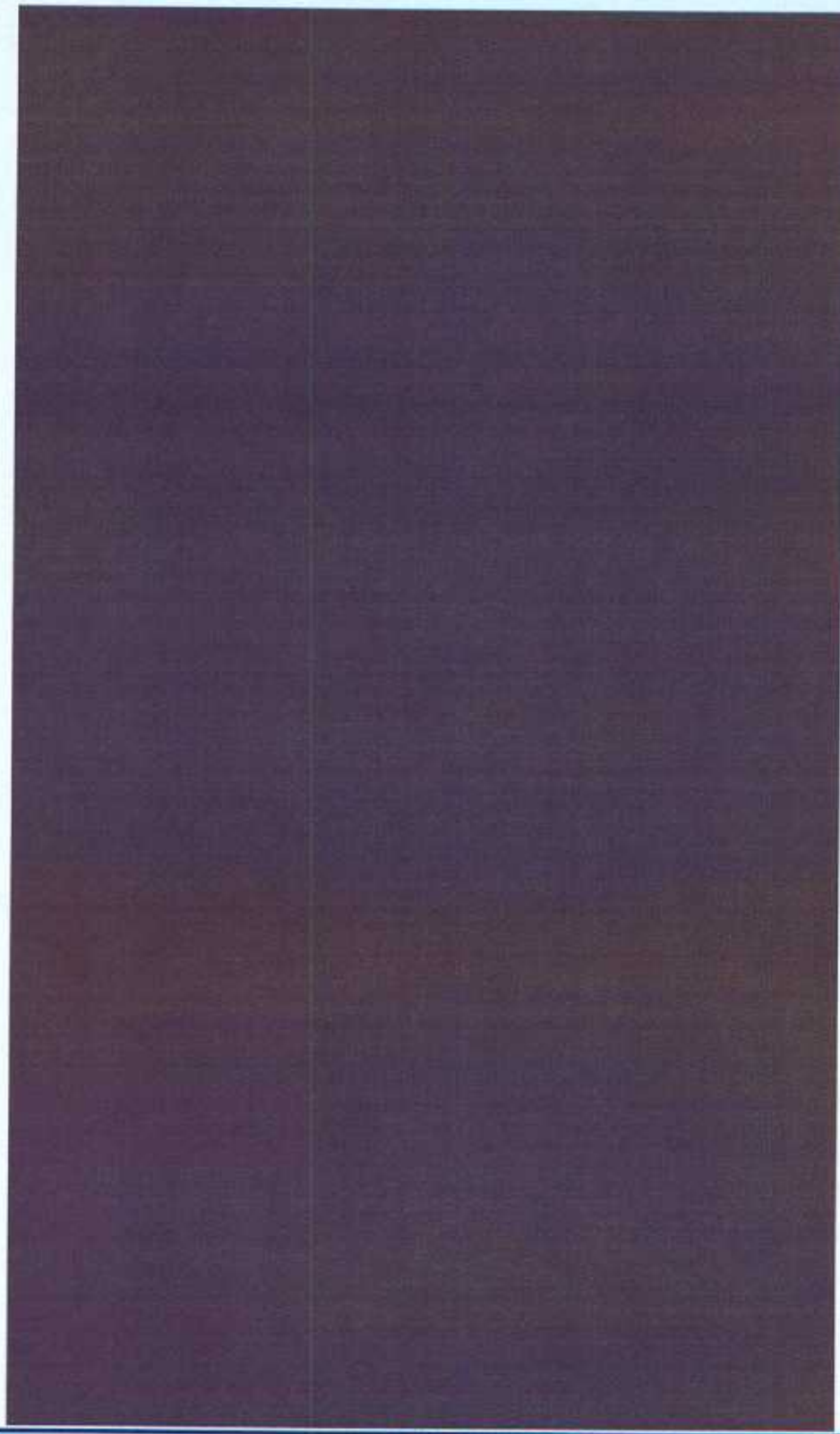
Benefits with Accela Automation

- State of the art, web-based application
- Replaces several older applications
- Supports true integration between modules
- Interfaces with key systems
- Enhanced Functionality
- Fully relational database improves reporting and information sharing.
- **Improved Disaster Assessment/Emergency Response**
- Improved Disaster Recovery
- Positions the City/County for a true enterprise, integrated land & asset management solution.

Accela Automation Upgrade

- **Better support the Enterprise in**
  - Planning
  - Permitting
  - Licensing
  - Inspection
  - Enforcement
  - Application-Integrated Mapping (GIS)
  - Interactive Voice Response (IVR)
  - Citizens Services
 - Emergency Response

Area Overview

Area	Current Applications	Future
Compliance	Tidemark, Filenet, TAG, InspectTrack, IVR, Cashiering, Contractor Licensing, Permit Research, IndiDocs	Accela Automation, FileNet
Planning	Tidemark, Table Editor, CIIPS, Cashiering, Filenet	Accela Automation, FileNet
IHPC	Access DB	Accela Automation
MAC	Siebel	Accela Automation and Service Request
Disaster Recovery	Sungard - 72+ hour recovery plus data loss	Hosted Hotsite - minutes to recover, typically no data loss

Accela Automation Upgrade

- **Modules Included:**
  - Land Management
  - Citizens Access
  - GIS
  - Wireless
  - Interactive Voice Response (IVR)
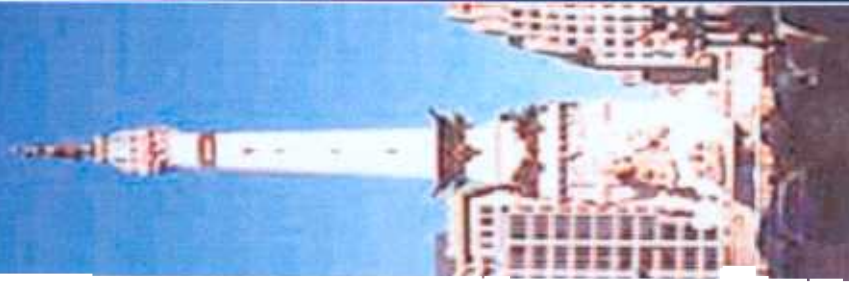 - Service Request
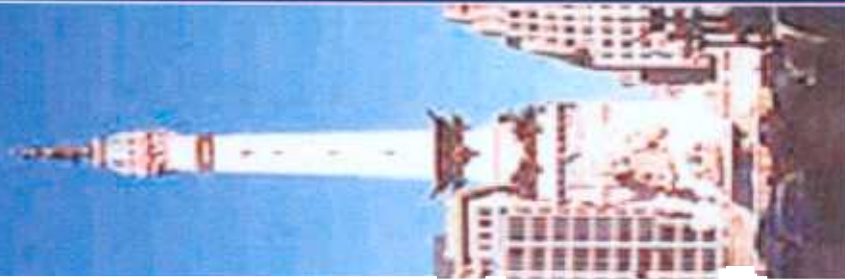
Project Summary

- **Phase 1**
  - Accela Land Management, GIS, IVR, Citizen's Access, and Wireless
  - Kick-off Scheduled for June 4th, 2007
  - Expected go-live March of 2008
- **Phase 2**
  - MAC – Service Request Module
  - Kick-off after completion of Phase 1
  - Expected 2-3 month implementation

Detailed Costs

Cost Component	Cost	Comments
Software Licensing	$379,765	Reflects an 61% discount off of the list price for a savings of $814,635.
Implementation Services & Travel	$1,809,476	Turn-key fixed price estimate
Five Years of Pre-Paid Software Maintenance	$1,073,591	Discounted $228,099 over five years.
Host Failover Service	$450,000	3 year term license. Hosted at Qwest data center in California.
Contingency Fund	$333,895	20% of implementation services
Total Project Cost	$4,046,727	10 year total contract with maintenance increases years 6 – 10 capped at 6%
Financed at 0%, 3 Year Term	Payment of $1,348,908 per year for three years	